

## Customer Success Story



## S+B UK

*Leading UK manufacturer improves efficiency and increases profits with new business software solution.*

### Overview

**Industry:** Manufacturing

**Region:** Manchester

**Live Since:** December 2013. Upgraded in November 2018

**Business Challenges:** Outgrown their old system, and needed a system that could grow with them at the same speed.

**Business Impact:** Improved efficiency in data entry, decreased risk of human error and increased profitability.

**Solution:** Latest Microsoft Dynamics NAV 2018 Solution



## The Customer

S+B are one of the UK's leading specialists in the design, manufacturing and installation of innovative furniture systems for Laboratory & Educational environments. They design and manufacture at their facilities in Manchester, and install to their clients nationwide.

S+B have the capacity to supply everything from a simple workstation, overhead service delivery system or fume cupboard, to a complete suite of state of the art research laboratories. Their extensive range of designed standard products will readily meet most applications and they are always happy to develop and produce for their client's specific requirements.

With their 40 years experience of converting old fashioned, uninspiring classrooms into smart, modern and highly functional contemporary learning environments, and have worked with a number of schools,



colleges and universities. Their professional approach and commitment to quality ensures that they complete all projects on time, within budget and with minimum disruption to working life. They can supply everything, from a single student desk to a complete state of the art science, food or technology department.

The S+B standard product range spans across multiple sectors, and includes free standing loose furniture, working walls, fume cupboards and fully service fitted furniture.



## The Trigger

Back in 2013, S+B's turnover was reaching a record high, and they needed a full and comprehensive IT system overhaul that could optimise the business's efficiency and profitability. They required a simple, easy to use system to streamline their IT functions and manage their databases effectively whilst reducing the risk for human error.

Craig Norris, Operations Director of S+B UK, said: "With our turnover reaching an all-time high, we needed a system that could keep up. We were using several different programmes, including numerous spreadsheets, and we realised our current system simply wouldn't provide the information and management we needed to keep growing our business effectively."

As their company grew, the lack of an overall system hampered the day to day running of their business. Working from different systems and spreadsheets is time consuming, and makes it difficult to see what is going on in the business. Data is entered many times, and there is no consistency through the business.

**"We realised our current system wouldn't provide the information and management we needed to keep growing our business"**

Craig Norris, Operation Director of S+B UK



S+B needed a comprehensive business management solution that could keep up with their period of rapid growth, instead of holding them back. They were using several different programmes to record information and wanted it all in one place, as they were still working on spreadsheets, when they needed it all online. Also, their current system wouldn't provide the necessary information and management they needed, which was hampering their company's growth and stopping them completing everyday tasks.



## The Solution

S+B initially engaged with Azzure IT in December 2013, when they made the switch to Microsoft Dynamics NAV 2011.

S+B were extremely happy with both the Microsoft Dynamics System, and the service and support they received from Azzure IT. They were so happy in fact that they re-engaged with Azzure in late 2018, upgrading their NAV 2011 system up to a brand-new NAV 2018 solution.

Craig Norris said: "We were impressed by both the Microsoft Dynamics NAV system proposed and Azzure IT's understanding of our business and their enthusiasm and support."

"Moving to NAV has been very positive. It has enabled us to get rid of spreadsheet entry and duplication of data, providing a solid framework for business growth."

Microsoft Dynamics NAV has revolutionised S+B's business processes, removing most manual aspects of data entry, and allowing the S+B staff to spend more of their time doing what they do best, instead of languorous data processes.

This improved efficiency in data entry has led to a significant decrease in human error, making the information available to them much more accurate and reliable. This was achieved through the removal of spreadsheet entry and duplication of data, freeing up time and increasing productivity.

This process, along with the others, has led to increased profitability, giving S+B a clear return on the investment of both time and money they made with Azzure IT and Microsoft Dynamics NAV.



Azzure IT address the business pains of small and mid-market UK Businesses to help them achieve growth, competitiveness and expansion.

We do this by implementing, supporting and enhancing the latest Microsoft Dynamics 365 solutions.

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